IFM

MAFMA

Massachusetts Facilities Management Association

DCAMM

MASSACHUSETTS FACILITIES MANAGEMENT ASSOCIATION

M A F M A

# MAFMA
# 2014 Semi-Annual Meeting

# WELCOME MEMBERS

IFM

MAFMA

Massachusetts Facilities Management Association

DCAMM

# MAFMA AT MASSBUYS

## Agenda
## May 1, 2014

- Welcome

- Message from Carole Cornelison, Commissioner, DCAMM

- Integrated Facilities Management (IFM), Accelerated Energy Program (AEP) & CAMIS Progress

- Lessons Learned to Improve Deferred Maintenance Projects

- Accessibility Insights

  - Common Issue within Commonwealth Facilities
  - Measuring Door Pressure": A Film made by Chris Palames

- What should MAFMA Undertake in FY15?

  - For Consideration: What's in a Name? IFM Expands MAFMA
  - Let's Brainstorm ideas!

# Message from
# Carole Cornelison,
# Commissioner, DCAMM
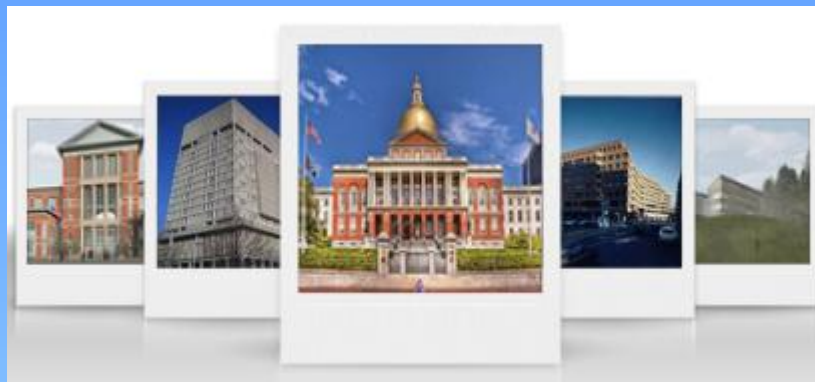
# Integrated Facilities Management (IFM), Accelerated Energy Program (AEP) & CAMIS Progress Reports
## Ken Lortie, Jenna Ide, Tom Tagan

MAFMA
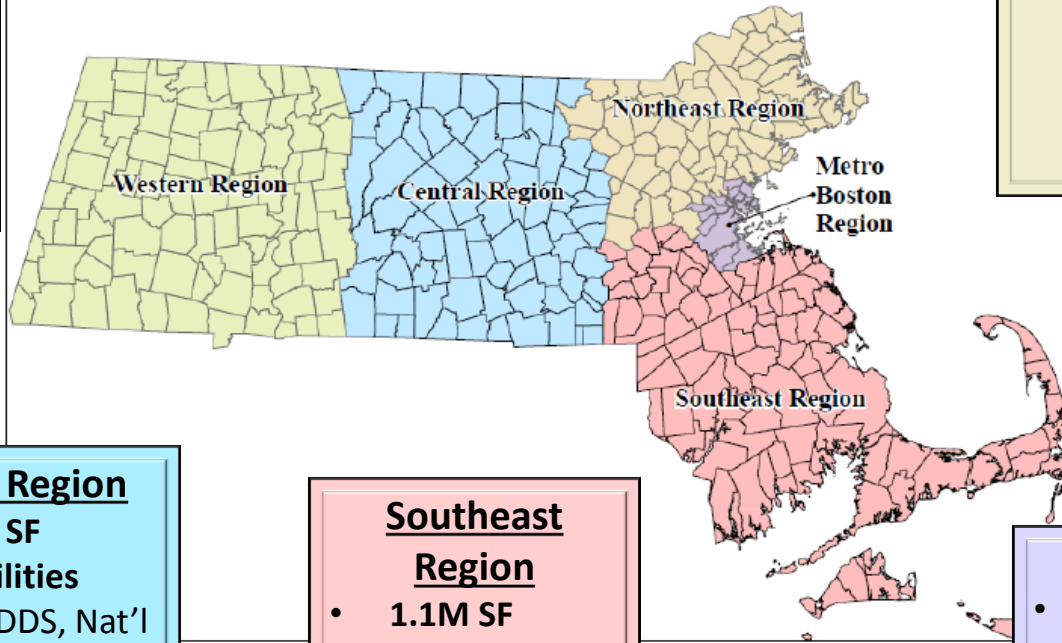
# IFM Regional Breakout

**Approximately 11.8M SF is projected to be integrated into IFM by FY17**

**Western Region**
- **516k SF**
- **18 Facilities**
- AGR,ITD, State Police, DMH EOPSS, DCAMM, DFS

**Northeast Region**
- **1.7M SF**
- **16 Facilities**
- DCP, DDS, DYS, DEP, DMH, DCAMM, UMass, State Police, UMM

**Central Region**
- **4.43M SF**
- **21 Facilities**
- DMH, DDS, Nat'l Guard, DFW, DCAMM, State Police, DCP, EOHHS

**Southeast Region**
- **1.1M SF**
- **19 Facilities**
- EOPPS, DMH DCP, DDS, DYF, CME, DCAMM, State Police

**Metro Boston**
- **4.1M SF**
- **18 Facilities**
- DCAMM, DMH,DPH, State Police EOPSS, CME

Regions Map

Western Region

Central Region

Northeast Region

Metro Boston Region

Southeast Region

# Standards/Service Level Matrix

**No. 00 General Conditions (Permits, Regulations, Compliance, Warranties etc.)**

**No. 01 Security including Policy and Procedures**

**No. 02 Grounds and Landscaping**

**No. 03 Cleaning**

**No. 04 Refuse and Recycling**

**No. 05 Routine Maintenance including Policy and Procedures, and work orders**

**No. 06 Preventative and Scheduled Maintenance including Policy and Procedures**

**No. 07 Integrated Pest Management including Policy and Procedures**

**No. 08 Health and Safety (including staff/worker safety, indoor air quality, building hazardous materials including Policy and Procedures**

**No. 09 Emergency Preparedness including Policy and Procedures**

**No. 10 Energy Management and Sustainability (including utilities management and Demand Response)**



**No. 11 Space Management including moves, Policy and Procedures**

**No. 12 Project Management (including construction and renovations)**

# Standards/Service Level Matrix



**No. 13 Facility Information Management including CAD, BIM,**

**O & M Manuals, document control, related systems, Policy and Procedures**

**No. 14 Procurement of Equipment, Material and Building Services**

**No. 15 Accessibility**

**No. 16 Fire Safety**

**No. 17 Way finding**

**No. 18 Control Center Monitoring**

# Standards/Service Level Matrix

| No. 01 Security including Policy and Procedures (P & P) | Note | Occupant | Collaborative | DCAMM/IFM |
|---|---|---|---|---|
| Access Control, Hardware, Software, Physical (locks & keys) - Building Common / Perimeter | 2 | | | X |
| Access Control, Hardware, Software, Physical - Programmatic Areas | 1 | | X | |
| Security Screens | 1,2 | | | X |
| Parking Enforcement | | | | X |
| P & P - Access Control Common Area, Vacant Spaces and Building Perimeter | | | | X |
| P & P - Access Control of Occupant Spaces | | X | | |
| P & P - Employee Identification - DCAMM | | | | X |
| P & P - Employee Identification - Program Specific | | X | | |
| P & P - Security - Building Common | | | | X |
| P & P - Security - Program Specific | | X | | |
| P & P - Parking Enforcement | | | | X |

1. Requires site by site evaluation and agency collaboration to determine assignment of responsibility.  DCAMM standard(s), when available are applicable
2. Exemption from DCAMM Core Service designation may occur in special circumstances.  Examples include situations when agency provides identified services as part of their core mission or creates security risks
3. Requires DCAMM approval.  Considerations include cost, installation, operation, maintenance, repair and disposal
4. No changes to building structure or infrastructure shall occur
5. Requires DCAMM approval.  Considerations include costs, planning, scheduling, permits, logistics, custodial services, license review, etc.
6. Building Occupants agree to provide DCAMM with copies upon request
7. DCAMM shall be provided with unrestricted access
8. Shared survey responsibility when in occupant controlled areas

- Members from the IFM Steering Committee and other subject matter experts are reviewing/developing each standard to be maintained at each integrated building at a minimum.

- Higher standards may be required depending upon the programs in each facility/building and the needs of the occupants. (such as hospitals or prisons)

# Regional Governance Overview
## *3-Tier Governance Model*

The 3-Tier Governance model ensures decisions are made at the most appropriate level. Decisions will be escalated or deescalated to the appropriate governing body, as needed.

Emergency repairs and other regulatory issues requiring immediate attention will be addressed outside of the IFM Governance model.

| Description of Governance Tier: | Tier Representation: |
|---|---|
| This tier is comprised of senior executive leadership and focuses on making the highest profile decisions, providing direction for the rest of the Commonwealth. | • Secretary Shor<br>• Commissioner Cornelison, Chair<br>• Ken Lortie |
| This tier is comprised of a larger, more comprehensive group and focuses on making strategic decisions, empowering the Regional Committee to act. | • Commissioner Cornelison, Chair<br>• IFM Leads<br>• Secretariat Representatives<br>• Customer Reps (cross-section of Secretariats/Agencies) |
| This tier is comprised of regional leadership and will provide oversight on the regional portfolio, identifying issues that should be raised to the IFM Steering Committee. | • Regional Director, Chair<br>• Regional Agency Reps<br>• FM Leads<br>• OFMM representatives |

**Executive Leadership**

**IFM Steering Committee**

**Regional Committee**

# Design Overview
## *Roles and Responsibilities*

| Key Roles | Role Description | Responsibilities |
|---|---|---|
| **Regional Director, Chair** | Facilitates regional meetings and decision process initiation for governing body. | • Approve meeting agendas<br>• Make final decision on whether a decision is in scope for governing body<br>• Approve escalations<br>• Facilitate discussions regarding individual decisions<br>• Identify supporting entities to be engaged<br>• Identify a Communication Lead<br>• Act as spokesperson for region |
| **Regional Committee Members** | Participates in the decision making process and brings decisions to governing body to be discussed. | • Develop, validate, and revise decision briefings<br>• Actively contribute to discussions about decisions<br>• Reinforce communications from Chair<br>• Communicate decisions and IFM progress back to their respective agencies<br>• Assist Communication Lead with creating briefings. |
| **Communications Lead** *(nominated by Regional Director)* | Formally and informally shares decisions made with other regional committees, the IFM Steering Committee and other key stakeholders. | • Create a *Monthly Briefing* to provide the status of decisions to other regions and to the IFM Steering Committee<br>• Provide *IFM Quarterly Update to* provide on-going communication to the organization on decisions<br>• Partner with DCAMM Communications Lead to provide regular progress updates and share 2-way feedback |

Decisions up to $25,000 are not in scope for the governance process, and will be managed on a day-to-day basis by Facilities Managers.

Issues with political implications, change of usage, Service Level Agreement,  Interagency Service Agreement development and/or capital improvements will be automatically escalated to the IFM Steering Committee.

Note: Materiality has three sub-criteria: cost, contract term, and square footage. If the sub-criteria indicate different levels of materiality, the highest level of materiality will take precedence.

| Criteria | | Definition | | |
|---|---|---|---|---|
| **Materiality** *(highest level of materiality prevails)* | **Level** | **Cost** | **Contract term** | **Square footage** |
| | **Executive** | 2.5M to $5M+ | Over 3 years | Any additions to portfolio, restructuring over 100,000 sq ft |
| | **Steering** | $250,001 to $2.5M | 1-3 years | Restructuring between 10,000 and 100,000 sq ft |
| | **Regional** | $25,000 to $250,000 | Less than 1 year | Restructuring under 10,000 sq ft |

# MAFMA

MAY 1, 2014

www.mass.gov/dcam/aep

Secretary Shor
Commissioner Cornelison

Division of Capital Asset Management and Maintenance
D·C·A·M·M

Governor Patrick

Secretary Sullivan
Commissioner Sylvia

DOER
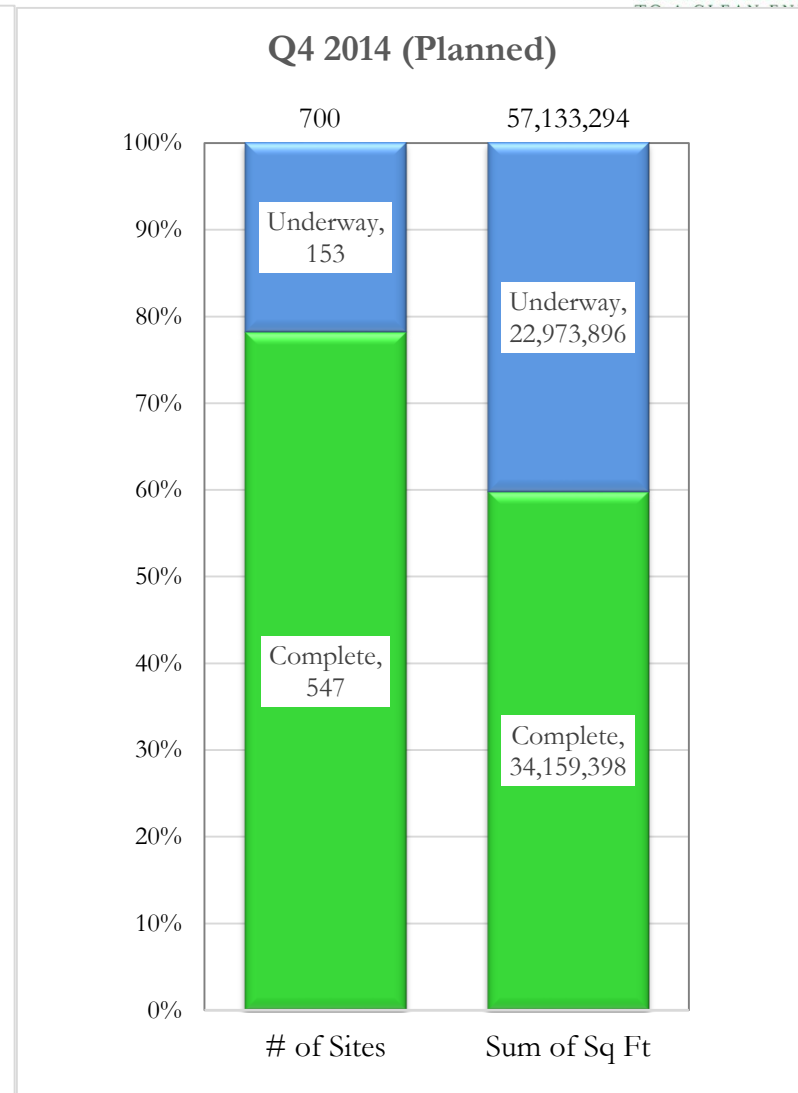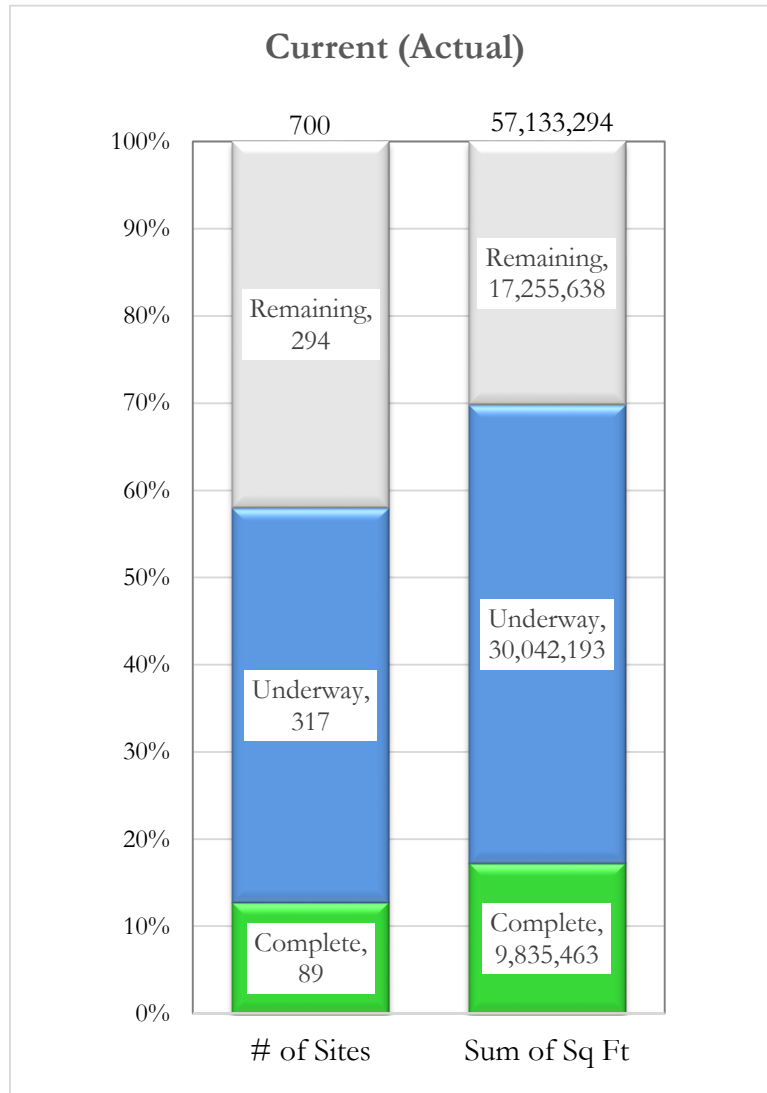Massachusetts Department
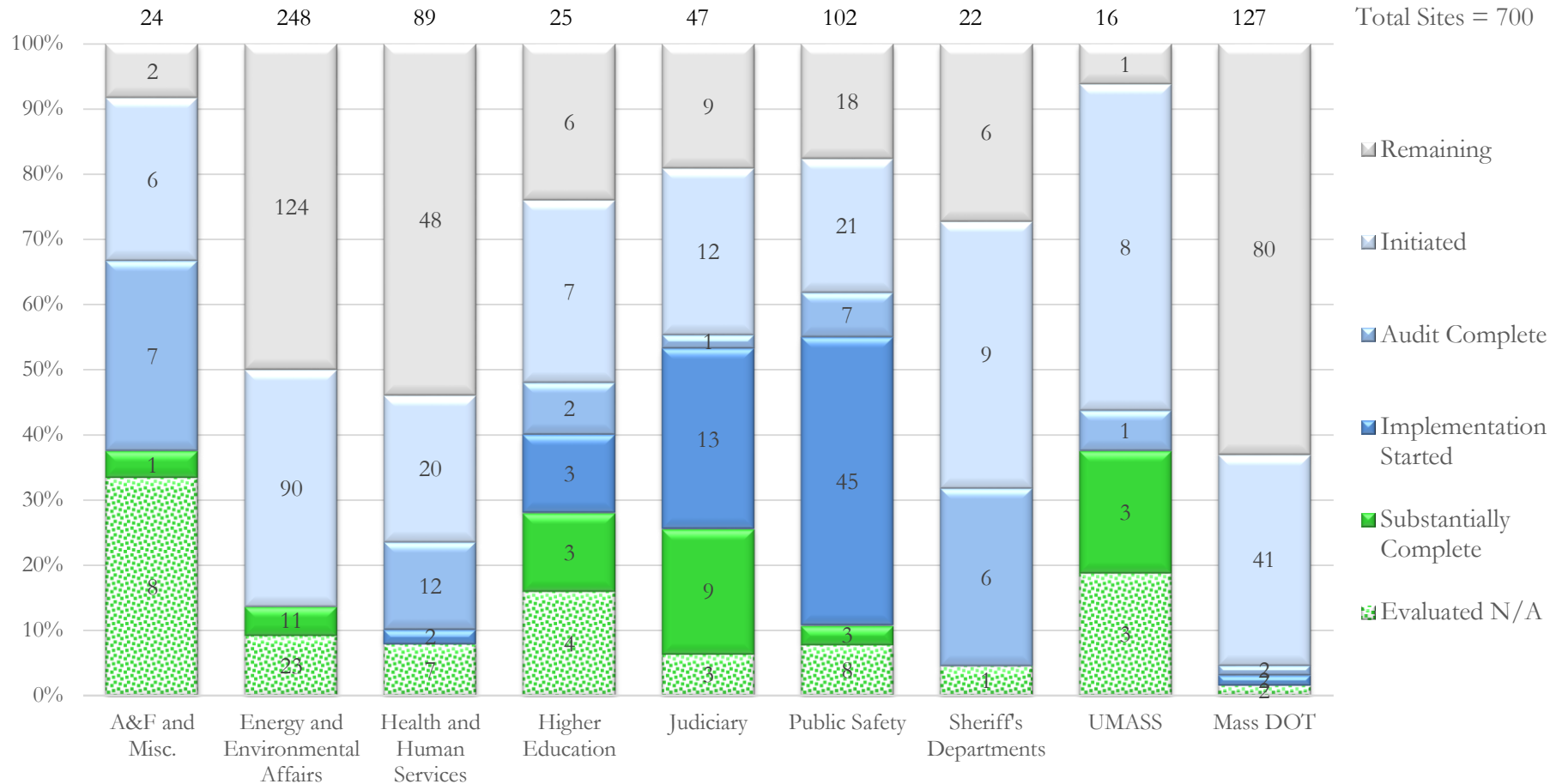of Energy Resources

# Program Goals & Partners



ACCELERATED ENERGY PROGRAM
COMMONWEALTH COMMITMENT TO A CLEAN ENERGY FUTURE

Division of Capital Asset Management and Maintenance
D·C·A·M·M

UMASS

MASSACHUSETTS STATE POLICE

EOLWD

DOC — Working for a safer tomorrow every day!

EXECUTIVE OFFICE of ENVIRONMENTAL AFFAIRS

DOER Massachusetts Department of Energy Resources

massDOT Massachusetts Department of Transportation

nationalgrid THE POWER OF ACTION

NSTAR

Columbia Gas of Massachusetts — A NiSource Company

Unitil

## Pyramid

Upgrade **700** Sites in **700** working days

Support Long-Term E.O. 484 Targets

Create Clean Energy Job Opportunities

Communicate Effectively with Employees & Public

Improve Operations & Maint. through Continuous Training & Support

Contribute to ACEEE #1 National Energy Efficiency Ranking

DOER Massachusetts Department of Energy Resources
Division of Capital Asset Management and Maintenance
D·C·A·M·M

- **AEP Recognitions**

- **Status and Accomplishments**

- **Towards Zero Net Energy**

# Program Status – Q4 2013

## Current (Actual)

700     57,133,294

- Remaining, 294
- Remaining, 17,255,638
- Underway, 317
- Underway, 30,042,193
- Complete, 89
- Complete, 9,835,463

# of Sites    Sum of Sq Ft

## Q4 2014 (Planned)

700     57,133,294

- Underway, 153
- Underway, 22,973,896
- Complete, 547
- Complete, 34,159,398

# of Sites    Sum of Sq Ft

ACCELERATED ENERGY PROGRAM
COMMONWEALTH COMMITMENT TO A CLEAN ENERGY FUTURE

# Program Status – Q4 2013

ACCELERATED ENERGY PROGRAM
COMMONWEALTH COMMITMENT TO A CLEAN ENERGY FUTURE



Site Status by Program Area

# Program Status – March 2013

**AEP Progress Plan**
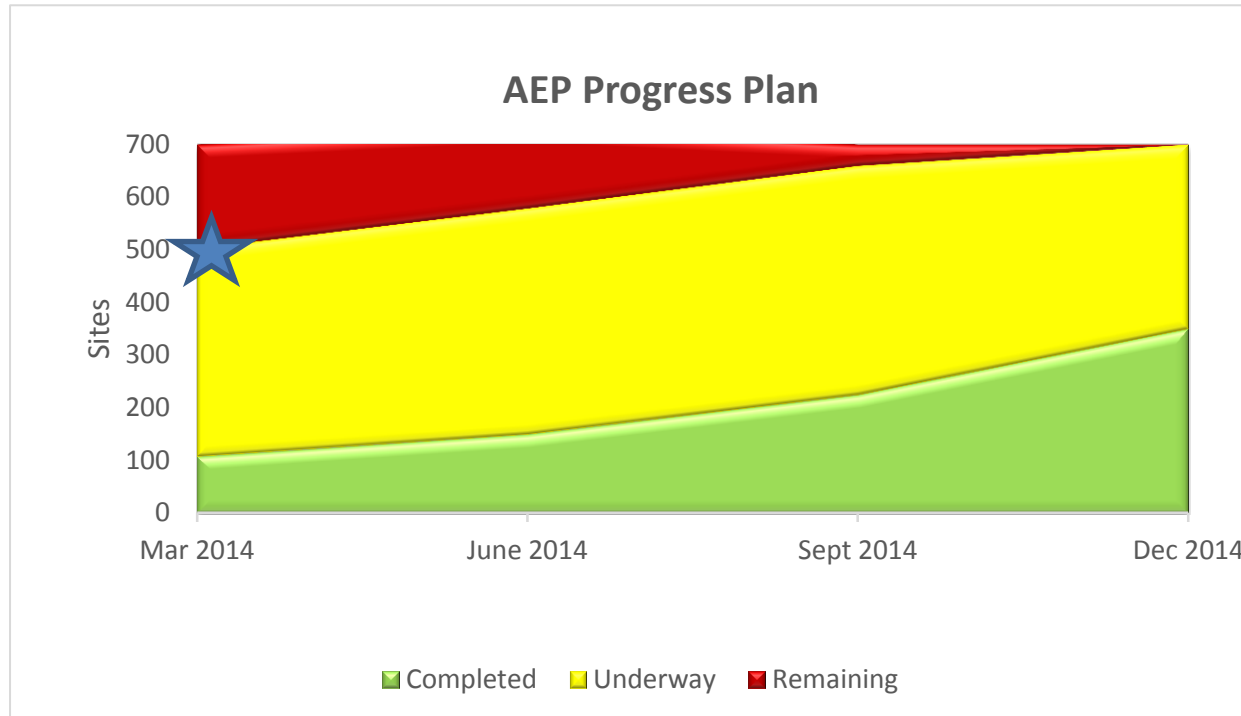


We've hit less than 200 remaining sites!

# AEP Recognition Q4 2013

This quarter DCAMM and DOER recognize **Tom Mazzeo** from the Berkshire County Sheriff's Office as the AEP Spotlight Partner.



Tom has provided outstanding efforts on the AEP:

- Helped lead and implement a major energy efficiency and renewable energy project.

- Guided consultants through a complete energy assessment of the site.

- Assisted with developing an integrative design of three systems (condensing boilers, instantaneous hot water generation and solar thermal array) – 56% annual energy savings!

**Thank you for your dedicated efforts!**

DOER
Massachusetts Department of Energy Resources

Division of Capital Asset Management and Maintenance
D·C·A·M·M

**ACCELERATED ENERGY PROGRAM**
COMMONWEALTH COMMITMENT TO A CLEAN ENERGY FUTURE

**Colonel Mark Murray,** the State Quartermaster of the Massachusetts Military Division



- Helped DCAMM and its utility vendors to audit and install ECMs at 29 armories statewide.

- Proactively coordinated site visits, provided utility data, reviewed audit reports, processed utility incentive applications and coordinated construction.

- Has been invaluable in the improvement of energy efficiency of military sites during his tenure as Quartermaster

### Thank you for your dedicated efforts!

**ACCELERATED ENERGY PROGRAM**

COMMONWEALTH COMMITMENT TO A CLEAN ENERGY FUTURE

## Getting to Zero

Final Report of the Massachusetts
Zero Net Energy Buildings Task Force

March 11, 2009
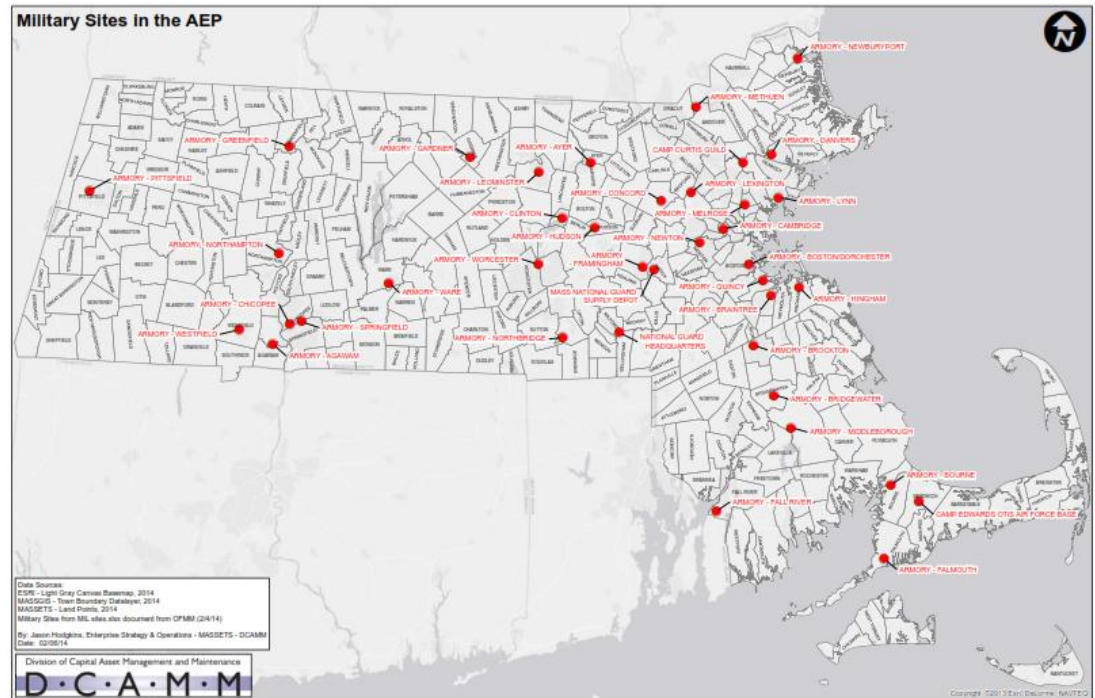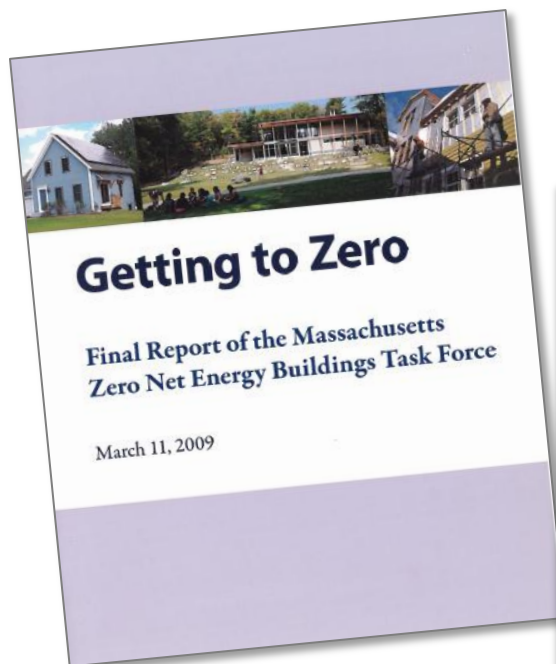
*"A zero net energy building is one that is optimally efficient and, over the course of a year, generates energy onsite, using clean renewable resources, in a quantity equal to or greater than the total amount of energy consumed onsite…*

*…even by 2030, achieving the zero net energy performance goal may be infeasible for some buildings, but the broader objective should be to reduce energy loads to the minimum practical level, produce onsite as much as the required energy as reasonable form renewable resources, and purchase locally generated renewable energy to satisfy remaining needs."*

DER Massachusetts Department of Energy Resources

D·C·A·M·M
Division of Capital Asset Management and Maintenance

# Piloting TZNE Retrofits

The AEP preliminarily identified 10 sites to pilot TZNE retrofits across agencies.

Actions are being identified for each project based on their specific dynamics and current implementation status.

| | |
|---|---|
| Cape Cod Community College | Remaining |
| Holyoke Community College | Audit Underway |
| Greenfield Community College (New Review) | Audit Underway |
| | |
| Berkshire Sheriff's Department | Construction |
| Essex Sheriff's Department (Lawrence and Middleton) | Procurement |
| | |
| Georges Island | Audit Underway |
| Plymouth Sherriff | Procurement |
| Lancaster Complex | Remaining |
| North Central Correctional Institute | Construction |
| Soldiers' Home Chelsea | Audit Underway |

# **Thank you and Questions!**

We greatly appreciate your time, guidance & feedback.

Contact -

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Energy Efficiency & Sustainable Buildings Group
Division of Capital Asset Management & Maintenance
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Boston, MA  02108
617-727-4030 x31487
jenna.ide@state.ma.us
*www.mass.gov/dcam/aep*

# CAMIS Progress Update

First module  - Portfolio Management went live on 4/28/14

Portfolio Management is the module where we will manage the location data (inventory of the commonwealth's land, buildings and improvements)

Portfolio Management contains the foundational data upon which all other modules will be built

# CAMIS Progress Update

Second Module – Operations and Maintenance – kicked-off project 4/14 and have begun requirements definition

O&M scope is initially focused on Demand and Planned/Preventive Maintenance Work Order Management

New work order management functionality will be piloted in 5 DCAMM managed buildings Pilot-Go Live date Summer/Fall 2014

Once Pilot is complete roll out to additional DCAMM buildings and other agency buildings will commence. Facility Condition Assessments will be included concurrently with Work Orders on future projects

# CAMIS Progress Update

Third Module – Space Management – preliminary scoping to begin 6/14, Go-Live TBD

The CAMIS project has received funding through the IT Capital funding process.

An updated brief has been submitted for funding through FY17

# CAMIS Progress Update

We are using a model of insourced contractors and external consultants for the Project Management, IT and Tririga expertise. Commonwealth Subject Matter Experts are providing the business knowledge. The full time staff includes:

- Project Manager – Commonwealth contractor
- Tririga Technical Lead - Commonwealth contractor
- System Administrator - Commonwealth contractor
- Senior Business Analyst - Commonwealth contractor
- Tririga Application Consultant – IBM
- Tririga Developer - IBM

# Deferred Maintenance Update
## Tom Tagan, Regional Director, DCAMM

# Deferred Maintenance Update

Approximately 100 DM projects were approved for fund transfers this FY

Our cap for FY 14 was increased from $30 to $50 Million

DCAMM is preparing to initiate the next cycle of requests/transfers

beginning in September, 2014

# Lessons Learned

- Training Sessions

- CAMIS Updates

- Project Details

- Project Priorities with Agency Heads

# Requirements for Funding Transfer Requests

- Appropriate staff attend current training sessions for submitting DM requests.

- Perform CAMIS project updates prior to submitting DM requests.

- Improve documentation/communication for each request to assist evaluation.

- Ensure that Secretariat or Central Oversight Bodies approve their reporting agencies' DM requests.

- Confirm that accessibility requirements are incorporated in project funding requests.

# CAMIS Training

Deferred Maintenance
Process
FY '15

# Topics

- Research
  - Search CAMIS for existing Projects


- Creation
  - Create a project through the Project Plan Function


- Oversight
  - Once Money has been approved and delegated, the receiving Agency creates oversight updates in CAMIS quarterly

# Searching for an existing project

**Before you decide to create a project, you should search the database to determine if the project is already in CAMIS**

**Also, if you find a project that has already been completed/cancelled please change the project status to show this!**

**This saves time and lessens the chance of duplicate projects being tracked in the system or completed projects being evaluated.**

# Requesting a project

In order that a project be requested/considered for Deferred Maintenance $$$, it must meet certain input criteria.  One aspect of this criteria is the Type field must be listed as "DEF-MAINT" and "Requested."

When you input the type as "DEF-MAINT" and proceed to the phase aspect of the project, you trigger the "Attributes" button which has a number of required fields.   (See the next slide.)

# Phase Attributes



**REMINDER: All "Yellow Fields" are mandatory and have to be filled in.**

**Initial View**

**Completed Form**

# Attaching Files

**Within CAMIS you have the opportunity to attach electronic documents within any of the modules.  For the project module, this can be very useful, especially if, based upon the dollar amount, you are required to complete a study.  This document if in electronic format can be attached directly to the CAMIS project.**

# Attachments



To begin the process to attach a document click on the attachment icon at the top of your screen

# Evaluation Criteria

| Area | Category | Weight |
|------|----------|--------|
| Health and Life Safety | Risk for Loss of Life | 28 |
| | Risk of Illness or Accident | 23 |
| | Level of Discomfort | 3 |
| Urgency | Penalty Threat | 3 |
| | Shut Down Threat | 15 |
| | Risk of Further Damage | 7 |
| Component Priority | Risk to Other Systems | 7 |
| | Risk to Building Users | 9 |
| | Impact to Accessibility | 4 |
| Ready to Proceed | Documentation Complete | 1 |

# Executive Approval

DCAMM requests that each reporting agency confirms project priorities with their executive agency decision-makers prior to submitting for evaluation.

# 2014 Accessibility

## MAAB requirements
## for building renovations

| If the cost of the work is: | then: |
|---|---|
| • less than $100,000, | ➢ only the work being performed needs to be in compliance with MAAB |
| • more than $100,000 but less than 30% of the building's replacement value (see CAMIS value) | ➢ the work being performed must be in compliance as well as a public entrance, toilet room, drinking fountain and telephone (if provided) need to be in compliance with MAAB |
| • equals or exceeds 30% of the building's replacement value | ➢ the **entire** building must be brought into compliance with MAAB or variances must be sought from the MAAB |

# 2014 Accessibility
# MAAB requirements
# for building repairs

If repair work is <u>limited</u> to the following ***exempt*** categories and the total construction cost is no more than $500,000 <u>including any building permits issued in the last 3 years,</u> then there are no specific requirements for accessibility.

- **Electrical systems**
- **Mechanical systems**
- **Plumbing systems**
- **Abatement of hazardous materials**
- **Retrofit automatic sprinklers**
- **Roof repair or replacement**
- **Window repair or replacement**
- **Masonry re-pointing and repair**
- **Title V work, site utilities, and landscaping**
- **Some energy efficiency work**

**If the total cost exceeds $500,000 (**but is < 30% of the CAMIS value**),** then a public entrance, toilet room, drinking fountain and telephone must be accessible.

# Oversight

# Oversight

Once money has been approved and delegated, DCAMM and the receiving Agencies each have responsibilities as we move forward in the process

# Quarterly Updates

# Quarterly Updates

**Attributes - J000111366** ✕

| | |
|---|---|
| DCAM Prog & Phase | |
| ISA Expiration Date | |
| Other Funding Source | |
| Other Funding Amount | |
| | |
| Study Consultant | |
| Total Study Fee $ | |
| DCAM Cert Date | |
| Projected Total Cost | |
| | |
| Designer / House Doc | |

| | |
|---|---|
| Contract Awarded to | |
| Start Date Contract | |
| Est Completion Date | |
| Total Expend to Date | |
| | |
| Total Project Cost | |
| $$ Returned to DCAM | |
| Final Accept Date | |
| Comments | |
| | |
| Current Spending | |
| Next Year Spending | |
| Outyear Spending | |
| | |
| General Comments | |

**Once you have updated the information, simply click on the icon at the upper right hand side of the form.**

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# Regional Directors

- **Elsie Petit-Frere  Metro Region**
- **Edward Nicosia  Central Region**
- **Tom Tagan          Western Region**
- **TBD                    Northeast Region**
- **TBD                    Southeast Region**

# Accessibility Insights: Polly Welch

## Opening Doors
can be a disabling experience
when a door is too heavy
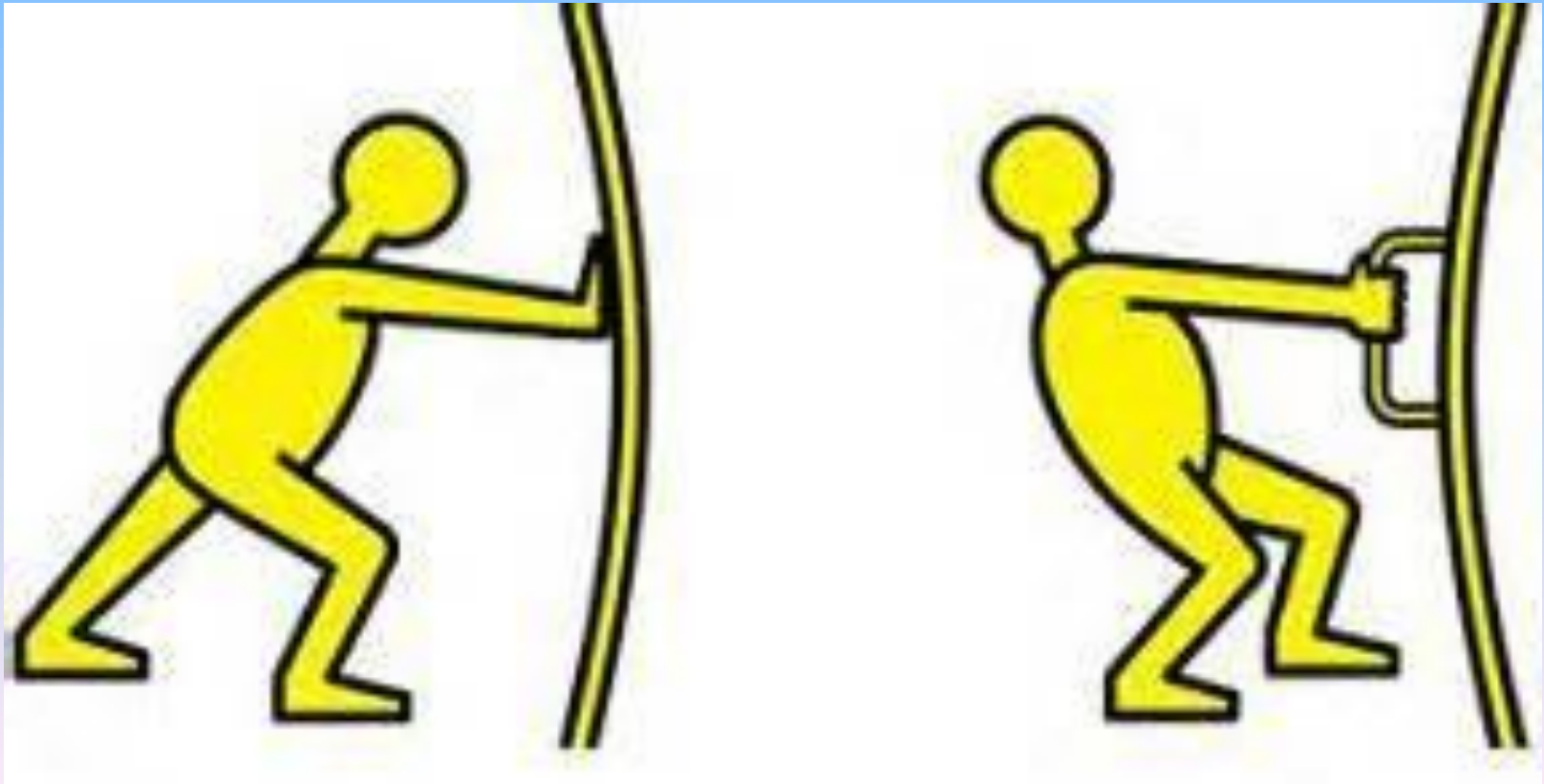
# And it is **UNIVERSAL**

**What you need to know about door pressure**

❑ The requirements and how to measure for compliance

❑ Maintaining a door pressure log

❑ What to do about doors that are too heavy or close too fast

❑ When to adjust a door and when to install an automatic door opener

# Measuring Door Pressure

VIDEO

# Maintaining a Door Pressure Log

Door Pressure Log for _____ Building

| Date | Door number or location | Type of door closer | Pressure measured | Door closing speed | Type of adjustment made | Corrected pressure | By whom and date |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
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What to do about doors that are too heavy or close too fast?
**ADJUST** or **REPLACE**

# When to install an automatic door opener?

## Exterior Doors:

➤ where 15 # pressure cannot be maintained

➤ on at least one door at main entrance to building

## Interior Doors  - only if:

➤ Door pressure has been adjusted repeatedly without success

➤ A replacement door closer does not solve the problem

➤ The door has insufficient maneuvering space on the push or pull side and obstruction cannot be removed

# Considerations for installing automatic door openers
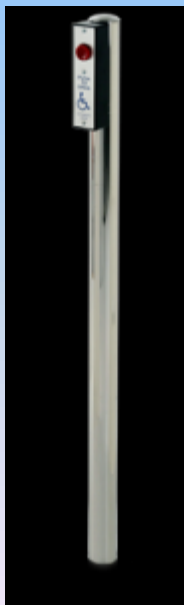
- Maintenance obligation
- Automation types
  - ❑ Sensor
  - ❑ Push button (wired or wireless)

# Considerations for installing automatic door openers

- Location of push pad
- Style of push pad
- Bollard

**YES**

**NO**

# Accessibility Coming Attractions

- Training in June 2014: Accessibility 101 and Beyond

- Getting toilet room dispensers in the correct locations

- Posting your buildings with the required Public Notice about ADA non-discrimination

- Using the DCAMM Accessibility Checklist for auditing MAAB compliance of entrances, toilet rooms and drinking fountains

# Proposed New Name For MAFMA

# Massachusetts Facilities Management Association

# Brainstorming

# What should MAFMA work on Next?

# Your Ideas??

# Thank you for coming
# See you at an upcoming event:

**Central Governance Meeting May, 2014**

**Metro Governance Meeting June 16, 2014**

**Western Governance Meeting June 19, 2014**

**Training Sessions (check your e-mail)**

**Commencement/Fall Meeting TBD (Oct. 2014)**